Tito R Garcia

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Career Summary:

From Security Integrated Electronic Solutions to IT Information Technology, entrepreneurial spirit to learn new products, services and technologies and utilize combined knowledge, skills, abilities & academics to engage into and execute charted project deliverables. Engage soft skills to identified stakeholders and apply learned white glove framework combined with organizational core methodologies to render and meet enterprise class deliverables and expectations. Vertical markets include government, school districts, semiconductor, technology, industrial, healthcare, financial, petroleum and hospitality.

* Experience in Security Integrated Electronic Solutions, e.g.; project management, card access, video surveillance, smart addressable fire alarms, point of sales, multiple building integration of security, elevator control and energy management.
* ITIL Foundations certification
* VMWare & AWS Cloud Solutions course knowledge
* Collaboration with (NOC) Network Operations Center, PMO, cross-functional and multi-functional environments and teams
* Clear criminal background check & TxMVR, successful drug policy negative test result, U.S. citizen, COVID-19 compliant.
* Full Time Remote Work - demonstrated self-discipline, time management, ability to collaborate virtually.
* Upcoming and confirmed August 2022 enrollment into Cloud Engineering - MS Azure.

AT&T Implementation Project Manager – Enterprise Business Wi-Fi & APB-A service delivery

* Contracted through Insight Global LLC, Full Time Remote Work
* Full-Time, October 2021 – May 2022
* Identified Stakeholders: Internal/External Support Teams, Leadership and Worldwide Customers
* Collaborate with both internal and external teams and customers to ensure Cisco/Aruba Wi-Fi and CDS Data Remote APB-A gear requirements
* Manage multiple (Implementation phase) projects from start to finish and based on lifecycle priorities
* Assurance of installation requirements using established and proprietary IDG Installation Design Guides
* Knowledge base referencing for one OFFs to implement known good configurations & solutions
* Identify and mitigate risks
* Communicate with customer regarding specifics on (CPE) Customer Provided Equipment location, port assignments, etc.
* Set up gear dispatch and field tech assignments and communications regarding specific installation requirements
* Track dispatch and field tech assignments to ensure scheduled gear activation and enablement
* Assist field tech if and when necessary & in collaboration with AT&T Global Technical Support Teams
* Communicate certificate of acceptance with customer to ensure post installation quality assurance

Marriott C.E.C. Customer Engagement Center, Reservations Sales and Services

* Full-Time, November 2019 – September 2021 (COVID-19 furloughed in March 2020 and returned to work on June 27, 2020)
* Identified Stakeholders: Internal Support Teams, Leadership and Worldwide Customers
* Receive high volume inbound calls from intercultural customers to schedule new reservations using Empower & Passkey Global web based tools
* Knowledge base awareness to support Marriott BonVoy customers and onboard new potential customers.
* Customer experience reporting using SalesForce for resolution.
* Connect and consult with internal support team members on escalated customer reported instances.
* DLP Digital Learning Platform for base training to enhance customer expectations and experiences.
* September 2020 NYSDOL Project Team member to assist with influx of New York State Unemployment Insurance Benefits customers impacted by COVID-19 Pandemic
* Steady expectations of Marriott’s performance metrics

Charter Communications Telecommunications / Spectrum, Legacy TWC – Charter – Bright House

* EOC Enterprise Operations Center - Fiber Resolution Support Agent
* Full-Time, June 16, 2017 to September 5, 2019
* Identified Internal Stakeholders: business units of both internal & external IT Voice, Data & Video MSP/SME Teams, Regional LEC, e.g.; AT&T, Verizon, Sprint NOC teams, Engineering/Technical Operations, Telecommunications field teams and client Account Executive & CSM teams towards resolve.
* Support Management, Integration and Activities:
  + SalesForce and BMC Remedy to manage client communications, internal escalations and proactively drive reported instances to resolution within SLA/OLA including referrals to AE Managers or CSMs for MACDs, etc.
  + Constant engagement into all knowledge articles in order to provide best effort support through the use of multiple web based tools to help narrow down and identify root causes, billing and code issues/status, etc.
  + Actionable best judgement to identify, analyze, diagnose and create a plan of action towards resolve on a wide range of technical issues professionally and effectively with primary focus on Spectrum services e.g.; FIA Fiber Internet Access, PRI & SIP over both Fiber or DOCSIS Modems and ELINEs/ELANs inclusive of hardware gear, e.g.; access and command line troubleshooting within Juniper & Cisco routers and ADVA, Alcatel and RAD Communications FTP Fiber to Premise gateway switches, Cisco and InnoMedia voice gateway gear which integrates into customer owned gear to enable FIA and Phone services & access per requirements.
  + Extended support on other types of Spectrum related COAX Business (SMB) Class services and HW gear
  + Required communications and collaboration with customers’ MSP/PBX/IT Vendors towards effective resolve.
  + Required communications and collaboration with immediate levels of leadership and technical team members.
  + Acquired knowledge of Network protocols, RF, routers, Layer-2 switches, VPN, CWDM, HFC, routing protocols/policies, BGP, VoIP, Cloud Hosted Voice and Unified Communications platforms and more.

Insight Global Professional Services / Dover Fueling Systems

* iXGateways Video Media Platform Services Presentation Specialist
* Full-Time (contract fulfillment) Full Time, June 20, 2016 – March 3, 2017
* Identified Stakeholders: GSTV Digital Marketing, ASO Authorized Service Organizations, C-Store Clients e.g.; Chevron, etc
* Support Management, Integration and Activities:
  + Collaboration with NOC team to identify scope of project, learn new processes and proven core methodologies.
  + Deployment of organizations’ laptop configuration for required software tools: MS Office 365, credential scheduling & authenticating, URL links to organizations’ core business initiatives e.g.; ORACLE, Enterprise, MS SharePoint, etc.
  + Monitored and intercepted inbound calls on new accounts onboarding communications bridge from ASOs, Regional Managers and assigned SMEs, elicit account information to create account, IP link and build advertising media database for hosting at GSTV and present customers’ fueling points digital media marketing requirements.
  + SSH into site media streaming gear to build, implement, create and present customer account profile.
  + Documented processes for lessons learned, monitored lifecycle process for continual service improvement initiative.
  + Managed risk in terms of scope, cost and time duration, system performance metrics, root cause analysis and recommendations for improvements.
  + Media Content QA quality assurance by verifying, testing, confirmation and validation in collaboration with site teams.
  + Improved quantitative processes keeping qualitative requirements within scope e.g.; able to process between 2 to 6 new accounts simultaneously as opposed to one account per expectations of role.
  + Documented project deliverables for onboarding and activation transaction reports for review by stakeholders.
  + Additional Project Role Assignment: OFFLINE iXGateways which required outbound calls to C-Store stakeholders to ensure Video Media Content ONLINE persistence with GSTV Media HOST presentation and dashboard.

Capgemini Infrastructure Services

* State of Georgia State Agencies Service Desk Analyst Level 1.5
* Full-Time (contract fulfillment), July 6, 2015 – April 1, 2016
* Identified Stakeholders: State of Georgia and OEM Support e.g.; Microsoft, AT&T and Bull Creek Data
* Support Management, Integration and Activities:
  + Collaboration with assigned and internal teams for Go Live scheduled for August 2015.
  + Design, document, implement, role play and initiate actionable items for a call center framework integrating organizations core business tools, human capital and project deliverables.
  + Continuous process improvement due to a dynamic environment which resulted in changes of project deliverables.
  + Collaboration with Service Desk team to convey scope of project of proven core methodologies.
  + Deployed organizations’ laptop configuration for required software tools e.g.; MS Office 365, organizations’ core URL links, credential scheduling & authenticating, URL links to organizations’ core business programs e.g.; REMEDY, BOMGAR, MS SharePoint, Odigo Prosodie CCaaS and organizations’ process assets and knowledge base.
  + Assigned to Services Desk Level 1.5 software based skillset code essential to precise inbound call routing for VIP stakeholders.
  + Received and supported escalations request from L1 Tier support team members.
  + Elicit incident report information to clearly identify reported instances and determine level of business impact and provide resolution approach according to newly established KBAs and keeping OLA/SLA within scope.
  + Documented processes for lessons learned, monitored lifecycle process for continual service improvement initiative.
  + Managed risk in terms of scope, cost and time duration, system performance metrics, root cause analysis and recommendations for improvements.
  + Ensured QA quality assurance by verifying, testing, confirmation and validation of selected resolution techniques.
  + Monitoring of QA quality assurance and quantitative processes while keeping qualitative requirements within scope e.g.; selected resolution techniques were consistent with previous and similar reported instances.
  + Documented project deliverables within the BMC Remedy incident management software to ensure accuracy of support processes and for review by internal stakeholders.
  + Continual process/service improvement towards efficiency and proficiency of project deliverables and reporting to leadership to ensure validation of internal stakeholder requirements and expectations.

Employment Transition

* Start and End Date: February 2014 – July 2015
* Employment Search within the IT industry to continue to build onto IT career path and ACC technical related classes.
* Review online IT publications to remain up to date with current and future technologies emerging in the industry.

DELL

* Enterprise Data Storage Systems Pro-Support – Technical Analyst
* Full-Time, 40 Hours per week, June 7, 2010 – February 7, 2014
* Identified Stakeholders: DELL, Equal Logic, Power Vault NAS, EMC, Federal governance for Enterprise level clients
* Support Management, Integration and Activities:
  + Collaboration with Pro Support team to identify scope of project, learn new processes and proven core methodologies.
  + Laptop deployment & configuration for required software tools e.g.; MS Office 365, organizations’ core URL links, credential scheduling & authenticating, core business programs e.g.; SalesForce, proprietary product tools, internal collaboration tools and customer dashboards.
  + Elicit incident report information to clearly identify customers’ reported instances and determine level of impact and provide resolution approach in compliance with organizational assets, e.g.; KBA, SLA, OLA, to meet scope of support requirements.
  + Documented processes for continual process/service improvement, lessons learned, etc.
  + Monitored processes to ensure scope, time and cost requirements.
  + Managed risk in terms of customer impact; e.g.; cost, time duration, system performance metrics, root cause analysis and recommendations for improvements.
  + Ensured QA quality assurance by applying, verifying, confirming, and validating selected resolution techniques.
  + Monitoring of QA, quantitative processes keeping qualitative requirements within scope e.g.; selected resolution techniques were consistent with previous and similar reported instances.
  + Documented project deliverables within the BMC Remedy incident management software to ensure accuracy of support processes for review by internal stakeholders.
  + Continual process/service improvement towards efficiency and proficiency for QA Quality Assurance.
  + Project deliverables reporting to leadership to ensure validation of internal stakeholder goals and expectations.

Education, Certification(s) and Training:

Austin Community College: Continuing Education class type, not college credit

* Fiber optics CFOT, CFOS/T and CFOS/O
* Microsoft productivity tools
* Web authoring and X(HTML)
* CompTIA A+
* CompTIA Network+
* Accounting, Marketing and Business Analyst
* MCITP: Enterprise Administrator Server 2008
* MCTS: SQL Server 2008 business intelligence: analysis, integration & reporting
* Project Management Sponsored by PMI Institute Austin TX Chapter
* VMWare vSphere VCP6
* AWS Amazon Web Services

St. Edwards University PEC

* Project Management
* MS project 2013
* ITIL 2011 Foundations Certification GR750172703TG
* (ITSM) IT Service Management framework knowledge

QS Academy

* Cloud Engineering - MS Azure

Online 4 track (pre-requisite, boot camp, Associate & Expert) course to enroll on Monday, August 1, 2022

U.S. Navy

* Interior Communications Electronics/Electrician